

**Self-Evaluation Checklist for Limited English Proficiency (LEP) Policies and Procedures**

CRITERIA	Yes	No	COMMENTS
<b>The agency has written policies and procedures in place for addressing the needs of limited English proficient (LEP) clients addressing the following areas.</b>			
<b>Assessing and Recording Language Needs:</b>			
1. Has the agency taken steps to identify the non-English languages that are likely to be encountered in its service delivery area?			
2. Has the agency estimated the number of LEP persons in their area who are eligible for services and/or likely to be directly affected by its programs?			
3. Has the agency identified the language needs of each LEP client and recorded this information in the client file?			
4. Does the agency document the name and affiliation (e.g. staff interpreter, contract interpreter, etc.) of the individual providing language services at each visit/contact in the client's record?			
5. When a client declines an offer for translation services, is this documented in the client's record?			
6. Has the agency identified the points of contact within their organization where language assistance is likely to be needed? (e.g. intake, outreach, etc.)			
7. Has the agency/service provider identified the resources that will be needed to provide effective language assistance, and the location/availability of these resources?			
8. Has the agency made arrangements to access language assistance resources in a timely fashion so that services to LEP clients are not delayed or denied?			
<b>Oral Language Interpretation:</b>			
1. Does the agency hire bilingual staff trained and competent in the skill of interpreting?			
2. Does the agency hire staff interpreters who are trained and competent in the skill of interpreting?			
3. Does the agency contract with outside interpreter service(s) for interpreters trained and competent in the skill of interpreting?			
4. Does the agency make formal arrangements for the services of volunteer community interpreters who are trained and competent in the skill of interpreting?			
5. Does the agency arrange for the use of telephone interpreter service(s)?			
6. Does the agency prohibit the use of inappropriate methods for providing interpretation services to LEP clients? (Inappropriate methods or resources would include: use of staff or volunteers who are unfamiliar with the required vocabulary and/or not trained or competent in the skill of translating; use of signals, drawings, or pictograms; use of minor-aged children; and use of adult family members for interpretation services <i>unless</i> it is specifically requested by the client <i>and</i> would not compromise the services provided or violate client confidentiality)			
7. Does the agency ensure that all interpreters understand their obligation to			

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maintain client confidentiality?			
8. Does the agency inform LEP clients that all interpreters are obligated to maintain client confidentiality?			
<b>Translation of Written Materials:</b>			
1. Does the agency provide written materials in languages other than English where a significant number or percentage of the population eligible to be served or likely to be directly effected by the program need information or services in a language other than English?			
2. In areas where the LEP language group does not constitute a significant number of the population eligible to be served or likely to be directly effected by the program (fewer than 100 persons), does the agency provide notice in the primary language of the LEP language group of the right to receive competent oral translation of written materials?			
<b>Methods for Providing Notice to LEP Clients:</b>			
1. Does the agency use language identification cards which allow LEP clients to identify their language needs to staff and for staff to identify the language needs of clients (see attached examples)?			
2. Does the agency post signs in regularly encountered languages other than English in waiting rooms, reception areas, and other initial points of entry notifying clients that language assistance services are available free of charge and that they are not obligated to provide their own interpreter or translator?			
3. Does the agency include a statement in brochures, booklets, outreach/recruitment information, and other materials routinely disseminated to the public notifying clients that language assistance services are available free of charge and that they are not obligated to provide their own interpreter or translator?			
4. Does the agency translate application forms, informational and other materials into non-English languages using competent translators?			
<b>Training of Staff:</b>			
1. Has all staff been trained in the agency's policies and procedures for addressing the language needs of LEP clients?			
2. Does the agency address its policies and procedures for addressing the needs of LEP clients during the orientation of new employees?			
3. Does the agency maintain records of which staff has received training in how to meet the language assistance needs of LEP clients?			
<b>Monitoring:</b>			
1. Does the agency monitor its language assistance policies and procedures at least annually to evaluate its effectiveness at serving LEP clients and modify it accordingly?			

<b>I affirm that the information provided in this checklist is true and correct to the best of my knowledge.</b>	
<b>Printed Name of Agency President/Executive Director:</b>	<b>Signature of Agency President/Executive Director:</b>
<b>Name of Agency:</b>	<b>Date:</b>